

AJAX Guidance

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Background Information: Microsoft has officially released AJAX to use with .NET framework 2.0 and above. Despite providing slick advantages over standard Web application techniques, AJAX presents accessibility issues for some users due to its dynamic client/server interactions in Web applications without requiring pages to reload or refresh. Those same advantages can present problems because while a Web page is not required to reload to change, many screen readers or other assistive technologies used by sight-impaired or otherwise disabled users may not be aware of the dynamic changes that occur via AJAX-based technology.

Internet and Intranet Usage

- If the web application is used by a high percentage of the public (e.g., drivers license renewals), or for all employees (e.g., ALF), developers should consider alternative methods other than AJAX.
- If for some reason the web application needs to have AJAX component that causes accessibility issue, it should have option for users to get the same information through alternative methods such as: separate non-AJAX screen, email, or phone for users to contact to get information manually. In the Disclaimer and Help section of the web application, it should clearly state this option.